**GUIDE QUESTIONS FOR EXPERTS**

1. How long have you been working as a repair man for air-conditioning units?

* 16 years

1. What problems do you usually encounter with air-conditioning units?

- Usually the problems are minor repairing of some parts of the air-conditioning units like the capacitor, over load protector and selector switch.

1. How do you normally fix these problems?

* I usually fix these problems by using a multi-tester. An electronic device that can measure both AC and DC Voltages and Ohms. The display is either a meter or a digital readout.

1. In your honest opinion, which air-conditioning brand is the best in terms of efficiency? Why?

* Kolin, because it’s capillary is good and efficient. And it is affordable.

1. What are the significant differences that you see in old and new models of air cons? In terms of;
2. Design-

*Old*: The design is a coplan- meaning it is powerful and very cold.

*New*: The design is a rotary type- meaning it has a low current.

1. Efficiency-

*Old*: The air-conditioning units before are not so good in terms of efficiency.

*New*: The air-conditioning units today are better than the air-conditioning units before in terms of efficiency.

1. Sturdiness-

*Old*: The air-conditioning units before are more durable than the air-conditioning units today.

*New*: The air-conditioning units today are less durable than the air-conditioning units before.

1. Internal parts and components

*Old*: The internal parts and components of the air-conditioning units before are repairable.

*New*: The internal parts and components of the air-conditioning units today are not repairable.

1. Of these three models (Carrier, Condura, Kolin) which do you recommend to buyers? Why?
2. Carrier
3. Condura- because it quickly cools the room
4. Kolin
5. Base on your knowledge as a technician and professional repair man, what should be improved more on our current air con brands? Why?
6. Not too compact (mangasamad and mga technician kay compact ra kayo ang mga parts para maka sava daw og space, og gamai ang physical appearance sa air-conditioning units).
7. The fan must not be made from China because fans from China are easily broken
8. Must not be bushing type, must be bearing type.

**SURVEY FOR USERS (AVERAGE ANSWER)**

Date of Purchase of \_\_\_\_\_\_\_:  
Model of \_\_\_\_\_\_\_\_:                          Cost of Purchase: 10,000 to 15,000 pesos

1. How many air-conditioning units do you have? What are the brands of these units?

* The average no. of units that they own is 4 and the most common brand they buy is *Carrier*.

1. How many air-conditioning units have you had before this one?

* Most of the users still use the air conditioner that they first bought.

1. Have you had this repaired before? (Please state the brand per owned air con)
   1. How many times? (Please state separately for diff. brands of air con)

* Most of their air cons didn’t need a repair job, in other words it’s in good condition.
  1. What were the common problems you encountered with the different models of air-conditioning unit?
* The common problem was that the air conditioner didn’t cool the room that much.
  1. What are the reasons for these air con problems?
* Most of them don’t know.

1. What feature/s of the current model that you own that you particularly like?

* The new model cools the room faster and it’s really cool.

1. How much do you spend for fuel/maintenance?

- The average sum was 10,000 pesos up.

1. What is your basis in buying an air-conditioning unit?

* The common basis that buyers consider when buying an air con is the price and the EER.

1. If you compare the previous model of your air con and the one you have now, which one is sturdier and is more efficient in terms of the money you spend annually for maintenance?

* The new model is more efficient but the old ones are sturdier.

1. What are the features that you like in old models that are not in the new models?

* All agree that the new models have more options and switches compared to the old models.

1. If you buy another air con, what brand would it be?

* Most of them answered *Carrier*.